

## Service Bulletins

N/A

Part No.	Description
BN07-01019A	LCD-PANEL;LD460CGC-C3,CLL7CC6,10 BITS,46
BN81-06436A	A/S-T CON;LD460CGC-C3
BN94-05113J	ASSY PCB MAIN;UN40D6000SFXZA
BN96-16722B	ASSY GUIDE P-STAND;UD5000-6000,SAMEX,PC, ASSY BOARD P-TOUCH
BN96-16729L	FUNCTION&IR;UN46D6000
BN96-16772B	ASSY STAND P-BASE;UD5500,46,TEMPERED GLA
BN96-16796B	ASSY SPEAKER P;6OHM,4PIN,10W,ENCLOSURE T
BN96-16837A	ASSY COVER P-FRONT;UD6000,46,W/W,MABS+PM
BN96-16842L	ASSY COVER P-REAR;UD6000,46,UO,PCM,T0.45
BN96-18130C	ASSY CABLE P-FPCB LVDS;LED120HZ-46INCH,F
BN96-18153A	ASSY HOLDER P-RING;11 LED-TV
BN96-18195A	ASSY GUIDE P-NECK;40,LC650,PETG,HB,TP000
BN44-00423A	SMPS

## Support Information

**HELP:** 1-888-751-4086; 1-866-894-0637 (FE)

**GSPN**

<http://gspn3.samsungcsportal.com/>

**PlusOne**  
Solutions

<http://my.plus1solutions.net/clientPortals/samsung>

## HOT TIPS

Power On Problems: (see page 2)

Video Problems: (see page 3)

## FIRMWARE

11/13/2011

T-GASAKUC

Version: 1023.2

**Be sure to check for latest SW updates.**

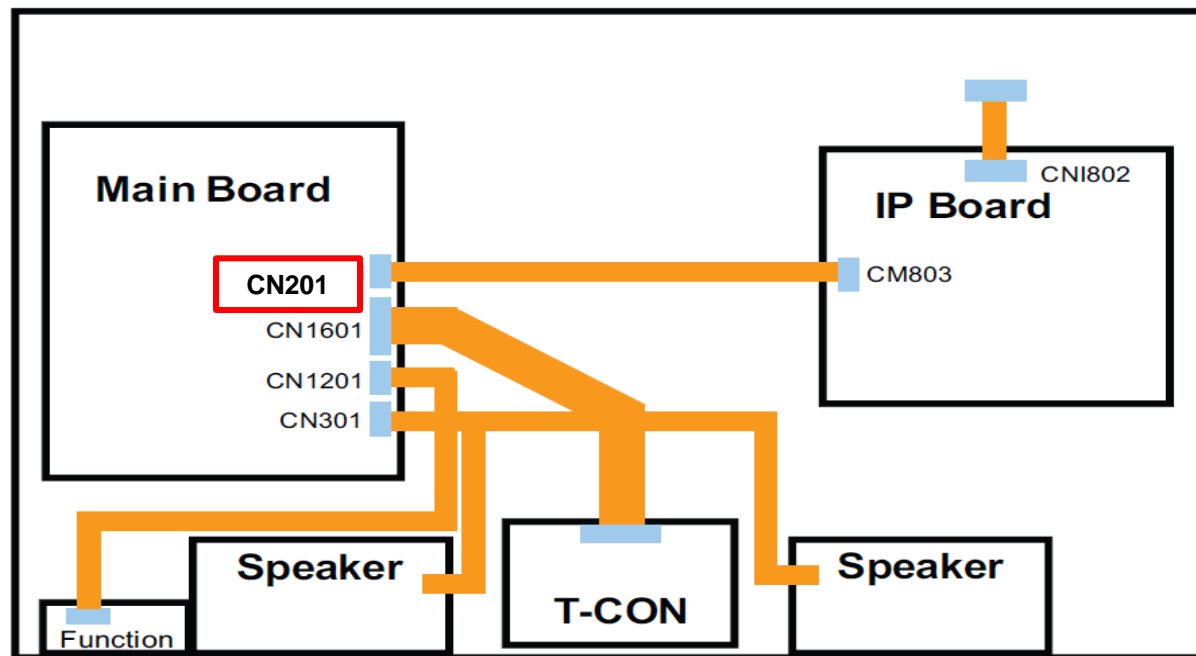
**Description:**

N/A

**Be sure to check for latest parts updates.**

**CN201(to Power Board)**

1	B5V_PW	11	B13V_PW
2	SW_POWER	12	B13V_PW
3	B5V_PW	13	B13V_PW
4	A5V_PW	14	PWM_DIMMING
5	GND	15	GND
6	GND	16	PWM_DIMMING_CPLD2
7	B18VS_PW	17	OVD_ON
8	GND	18	PWM_DIMMING_CPLD3
9	B18VS_PW	19	OVD_LEVEL
10	SW_INVERTER	20	PWM_DIMMING_CPLD4



### Power-Up Sequence (CN201):

1. Standby Voltage: Pin 4 (5Vdc)
2. Power-ON: Pin 2 (Low-Hi voltage transition)
3. Low Voltages: Pin 1, 3, 7, 9, 11, 12, 13
4. Backlight On: Pin 10 (5Vdc)

### Forced Backlight-On Mode:

1. Disconnect Power Cord
2. Disconnect wire harness from CN201
3. Re-Connect Power Cord
4. LED Backlight should immediately turn on

## TROUBLESHOOTING VIDEO PROBLEMS

### 1. Verify Video Operation

- Customer Picture Test (models available)
- "On Screen Display" (If OSD ok, source is suspected)
- Substitute with known good Source (external DVD or Signal Generator)

### 2. Use Test Patterns in Service Mode

- Select an active source signal (HDMI preferred). Test Pattern may rely on signal source to appear.
- Using customer remote: Mute+1+8+2+Power
- Using factory remote: Info+ Factory

## ON SCREEN FAILURE EXAMPLES:



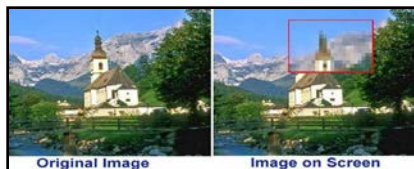
If Picture & Display errors, its likely a defective Main Board, LVDS, or T-CON



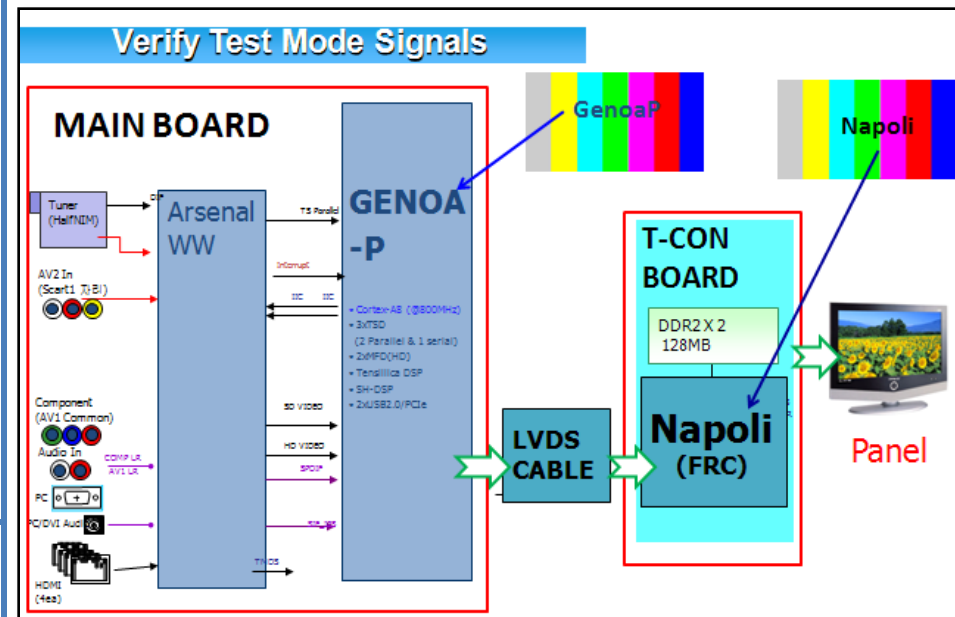
Green lines or a green screen likely caused by a defective main board, LVDS, or T-CON



Vertical or Horizontal Lines are likely a defective panel, but also T-CON, LVDS, or Main Board. Use Test Patterns in Factory Service Mode to determine error location



Pixelization can be caused by the main board, but is more commonly a source error



2011 LED TV Test Patterns

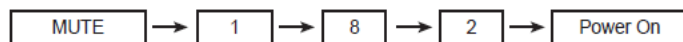
1. Select an active source signal (HDMI preferred). Test Pattern may rely on signal source to appear.
2. Access Service Mode
3. Access **SVC**
4. Access **Test Patterns**
5. Access **Genoa-P** (located on Main PCB)
6. Check Test Patterns
7. If OK, suspect input Source
8. Access **Napoli** (located on T-CON Board)
9. Check Test Patterns
10. If OK and Genoa-P was not good, suspect Main Board or LVDS Cable

**ALIGNMENTS:**

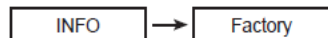
1. Check/Set Option Bytes
2. Check/Perform Firmware upgrade for all repairs
3. Perform reset in Service Mode and Plug & Play if Main is replaced
4. Inform customer all settings will reset if Main PCB is replaced

**To enter Factory Mode:**

- If you do not have Factory remote - control



- If you have Factory remote-control



Option	
Factory Menu Name	Data
Factory Reset	-
Type	32D1UF0E/40A1UF0E/46A1UF0E/55A1UF0E
Local set	US
Model	UD6000/UD6050/UD6300
TUNER	SEC_Si2173
DDR	
Light Effect	Off
Ch table	...
Country	USA
Front Color	U-T-R-BK/U-T-C-BK

**Option Bytes****Software Upgrade:**

Software Upgrade can be performed by network connection or downloading the latest firmware from "[www.samsung.com](http://www.samsung.com)" to a USB memory device.

**By USB**

Insert a USB drive containing the firmware upgrade file. **DO NOT** disconnect the power or remove the USB drive until upgrades are complete. The TV will be turned off and on automatically after completing the firmware upgrade. When software is upgraded, video and audio settings you have made will return to their default settings.

**NOTE: The displayed menu may differ depending on the model.**

**By Online**

Upgrades the software using the Internet.

First, configure your network. If The internet connection doesn't operate properly, connection can be broken, please retry downloading. If the problem still happens, download by USB and upgrade.

**- Standby mode upgrade(Off/On)**

A manual upgrade will be automatically performed at selected time. Since the power of the unit is turned on internally, the screen may be turned on slightly for the LED product. This phenomenon may continue for more than 1 hour until the software upgrade is complete.